



Library Services & Technology Act

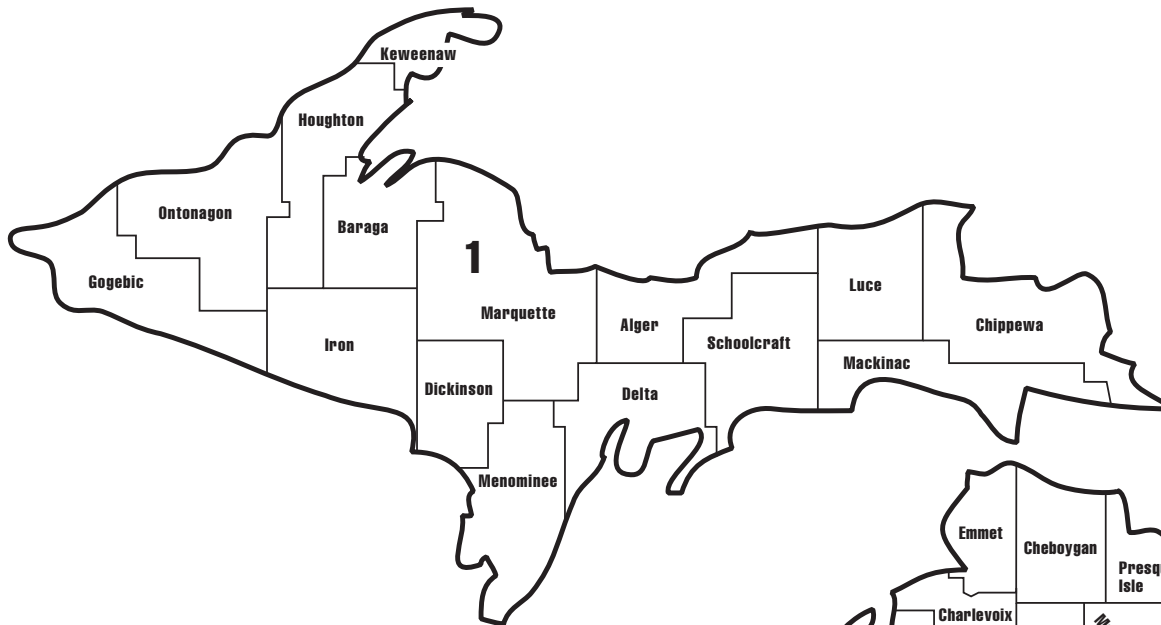
Michigan Report for 2006



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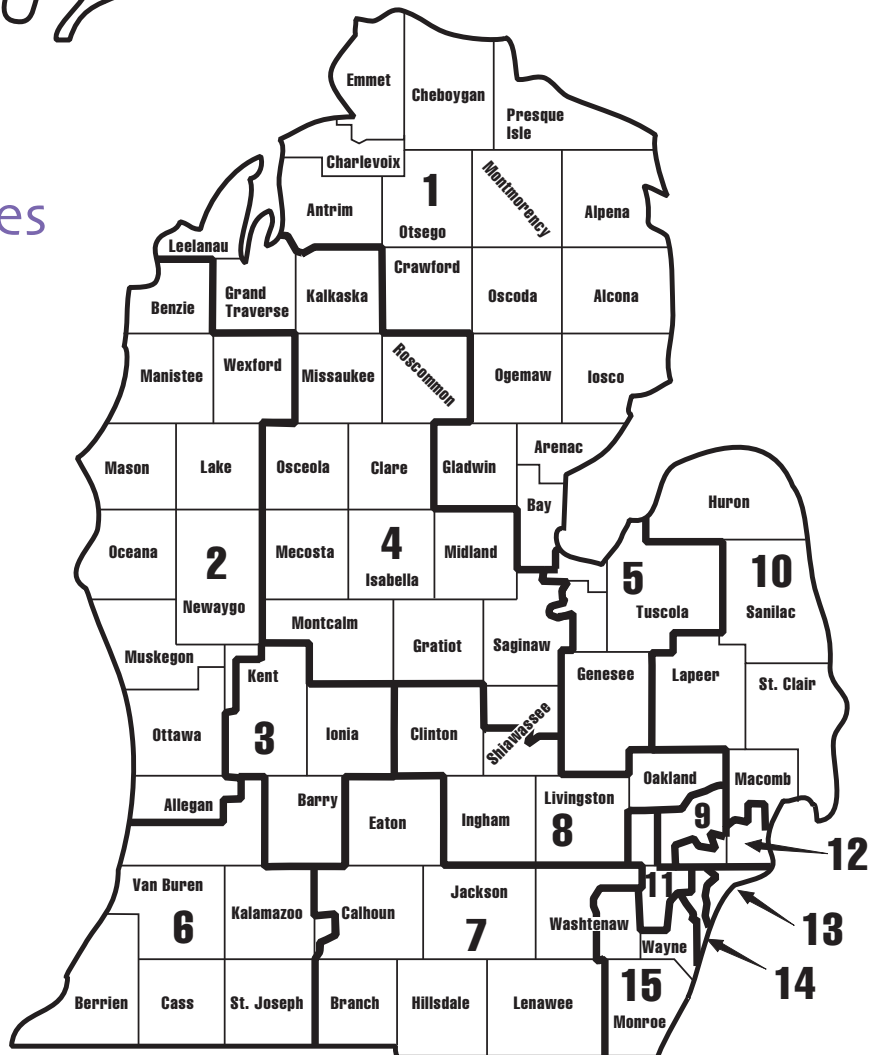
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Library Services & Technology Act

Michigan Report for 2006

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Library Services & Technology Act Report for 2006

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Dear Members of Congress,

In cities and towns across Michigan, libraries are providing educational support, literacy training, community meeting places, access to technology and the Internet, and quality collections that meet residents' needs throughout their lives. In doing so, libraries are part of sustaining communities' quality of life and at the same time, moving communities into a 21st century economy.

The services that are freely available to residents in the library and at home through the Internet guide students to quality educational materials, help job seekers to learn new skills, assist parents in raising children ready to read and learn, and provide the business community with important market information. Our communities and our lives grow and improve when all have equal and open access to information and learning. This is the cornerstone of library service, and it is exemplified in Michigan.

Thank you for your continued support of Michigan's communities and libraries through the funding and reauthorization of the federal Museum and Library Services Act. As state and local budgets have fallen, statewide projects have increased in importance for local libraries. Your support gives libraries the funding necessary for statewide services and local projects that take Michigan residents into a brighter future.

Regards,

A handwritten signature in black ink, reading "Nancy R. Robertson". The signature is fluid and cursive, with a long horizontal flourish at the end.

Nancy R. Robertson
State Librarian

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Library of Michigan's Mission

The Library of Michigan promotes, advocates and consistently works to achieve the highest level of library service to the State of Michigan, its government, its libraries and its residents.

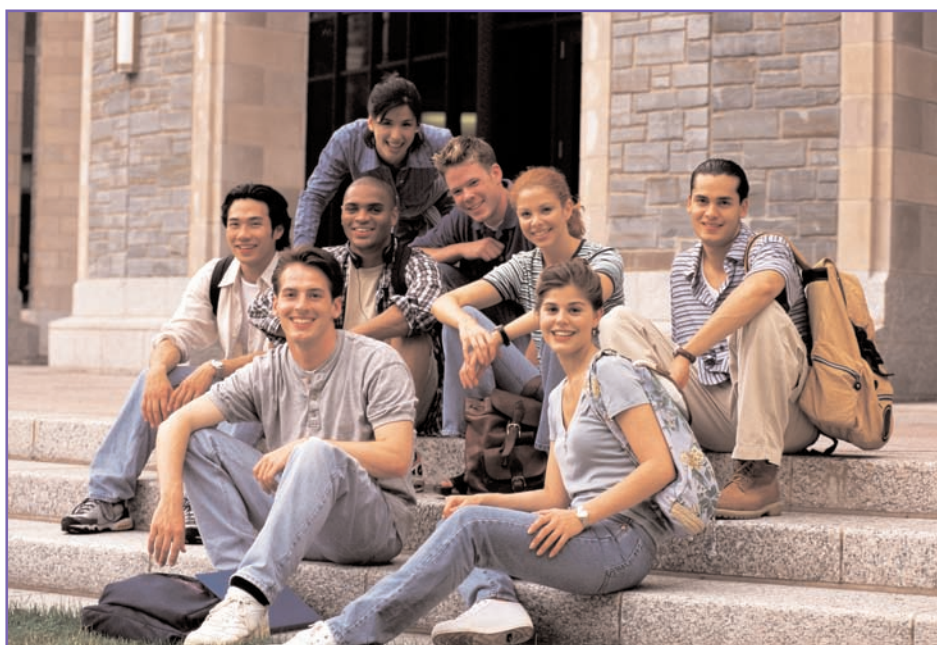
Library of Michigan's LSTA Program Goals for Michigan

- Goal I:** Provide all Michigan residents statewide access to the widest possible range of information, library resources and services to advance and enhance their lives as workers, students, citizens, family members, and lifelong learners.
- Goal II:** Increase equity of information access and library service by providing special assistance to areas of the state where library services are inadequate (underserved rural and urban communities), and to libraries that are working to provide service to persons having difficulty using a library.
- Goal III:** Foster innovation and technical improvements in information services by funding leading-edge projects in libraries that meet and anticipate constantly changing needs for library services and information needs of Michigan's residents.

In 2006, Michigan's \$5,093,7053 in LSTA funding was allocated to statewide projects. Statewide projects focused on the following: the Michigan eLibrary ("MeL") collections; the expansion and enhancement of MeLCat, a statewide catalog, interlibrary loan and delivery service; QSAC, a quality services initiative for public libraries and library cooperatives; supporting childhood literacy through summer reading programming and statewide continuing education for librarians. These projects provide a wealth of digital resources available to all Michigan residents at any time and any place as well as improved library services to people throughout the state, with a special focus on children, teens and the disabled.

Statewide Projects - Serving All of Michigan's Citizens

In support of the Library of Michigan's mission and LSTA program goals, a strong focus of Michigan's LSTA program in recent years has been statewide services. These services put a premium on providing materials and services to libraries and residents across the state. We provide true statewide access to a wide range of resources, increase the equity of information access and foster technical improvements and innovation throughout the state via the development of programs such as MeL and MeLCat. Michigan now provides more equitable service to rural and urban communities and those having difficulty using a library.



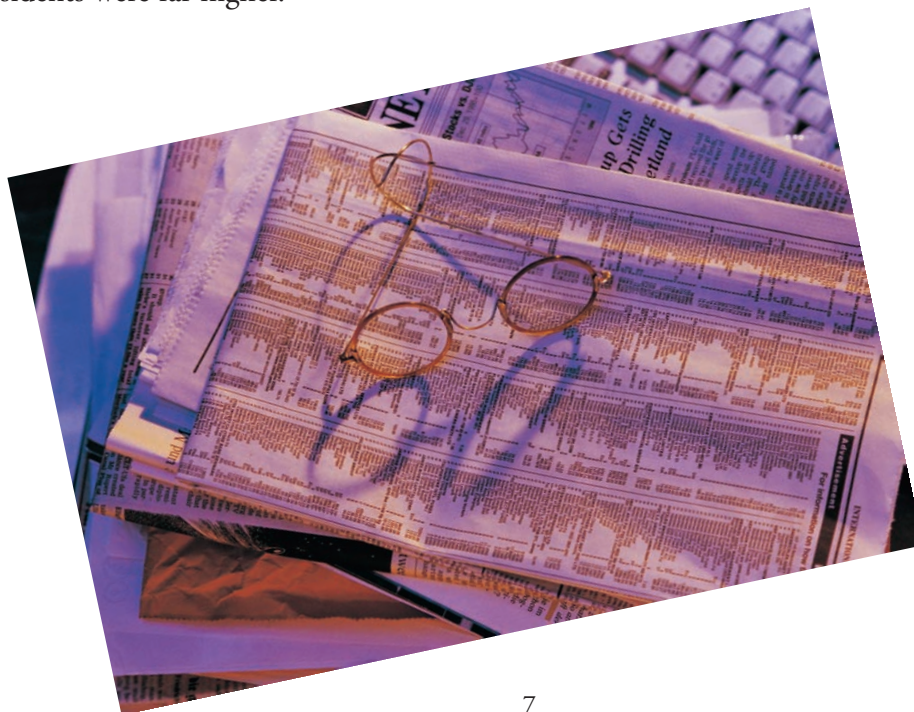
MeL - the Michigan eLibrary

Mission: Michigan's virtual library, MeL, will link all Michigan residents to the information they need, when they need it, where they need it, and in the format they desire.

The Michigan eLibrary (MeL) is the crown jewel of the Library of Michigan's statewide LSTA program. MeL is a core set of anytime, anywhere information resources available to all Michigan residents. Through statewide subscriptions, MeL provides residents and libraries across the state with comprehensive topical information ranging from the auto industry to zoos. Resources include full-text articles, electronic books, practice exams for K-16 and professions, a Michigan-focused Internet directory and a variety of other databases. All this is available from the MeL portal at mel.org.

Michigan's students, business professionals, job seekers and lifelong learners use this collection to find what they need to improve and enrich their lives. Use of the MeL databases has continued to grow at a fantastic rate. In 2006, from the subscription databases alone, people performed over 44 million searches, compared to 16.2 million in 2005. In 2006, 9.7 million articles were downloaded, compared to 5.8 million in 2005. While MeL's free resources are available to all, the subscription resources are available only to Michigan residents. MeL subscriptions include full-text journal and magazine articles, electronic books, practice tests, K-12 curriculum materials and indexes to non-electronic articles and books available in Michigan libraries. Residents may access these at any Michigan public library or log in from school or home by using a Michigan driver's license, state ID or library card number.

Statewide contracts for MeL databases totaled \$3,783,950 in 2006. Through the use of LSTA funding, we were able to save Michigan's public, K-12 school and university libraries approximately 98 percent of the cost of accessing these databases. If purchased directly by these libraries, the cost would have been \$193 million. We were also able to save libraries the time and staff necessary for negotiating these contracts individually. The \$193 million does not include the expense of people accessing the databases from home or work, so the true savings for Michigan residents were far higher.



MeL includes the following components:

MeL Databases –

Subscription resources, including databases of magazine and journal articles, reference works, primary historical sources, curriculum materials and other full-text content from OCLC, ProQuest, Newsbank, and Thomson Gale. Content ranges from elementary through the professional research level in science, medicine, education, technology, humanities, social sciences, law and genealogy.

MeLCat – MeLCat is an innovative statewide library catalog, delivery service and resource-sharing network.

Users can search MeLCat from mel.org or from their local library catalog. Michigan residents are using the catalog to easily identify and request convenient, quick delivery of materials from other Michigan libraries to their own library. For more information, see the next page.

MeL Michigana – Digitized local historical resources from Michigan libraries, including family papers, photographs and local documents. These materials illustrate Michigan's past through primary source materials on towns, people and topics such as the automotive, shipping and lumbering industries.

MeL eBooks — An eBook collection of over 20,000 current non-fiction and reference books on all topics, and additional public-domain titles from NetLibrary. Users can read online or search at any time of the day or night.

MeL Best of the Web - A balanced collection of quality Internet sites selected by librarians that are Michigan-related or particularly useful to Michigan residents. Local school, college and public libraries stretch and leverage their materials budgets with ready access to appropriate, quality, free resources on MeL.

MeL Tests and Tutorials – Online tests, including college entrance, civil service, vocational and professional exams, and K-12 study guides from LearningExpress Library.



MeLCat - the Michigan eLibrary catalog

MeLCat is an innovative statewide library catalog, delivery service and resource-sharing network. Public, school, academic and special libraries are all members. Michigan is unusual in that all library types are included. By the end of the state fiscal year 2006, 112 libraries were members. Our goal is to have over 200 participating libraries by the end of 2007. Member libraries are from every area of the state, making it a true statewide service. MeLCat features the combined collections of these participating libraries, with over 6.85 million items available in 2006.

Users can search MeLCat from mel.org or via a link from their local library catalog. Michigan residents are using the catalog to easily identify and request convenient, quick delivery of materials from other Michigan libraries to their own library. In 2006, Michigan library users requested 146,903 items and received 129,475 of them. Items were delivered in an average of 3 days, and 27 percent of the requests were delivered in 1 day.

MeLCat is also unusual in that it is a true collaboration. Librarians and libraries throughout the state participate in planning committees, and user groups have contributed to the development and ongoing implementation of the MeLCat system. Libraries are not required to join and are not required to use certain types of software, freeing them to manage their local collections and systems as needed. LSTA funding has allowed Michigan's librarians to reach out and share their expertise and collections with each other for the benefit of Michigan's residents.

Students, educators, business professionals, rural and urban residents - all users with a participating library card have ready access from home, work or school to more sources than almost any library could own. These users have enthusiastically responded by requesting 65 percent more materials than in 2005. A rural resident from northern Michigan was afraid it was too good to be true and asked via e-mail, "Is it really possible to have a book sent all the way from Wayne State University [Detroit] to Cadillac/Wexford for me to check out? This would be fantastic!"

In 2006, LSTA funds supported enhancements and improvements in the following areas for MeLCat:

- Web Access Management – the remote authentication software that allows users be identified as library patrons when requesting materials from home or work.
- INN-Reach – the statewide union catalog supporting MeLCat and a direct borrowing system for user-initiated requests.
- Integration of 54 new member catalogs.

QSAC – a Quality Services Initiative

QSAC, the Quality Services Audit Checklist, provides benchmarks or industry standards to assist libraries and library cooperatives in improving services and educating stakeholders. The program is an ongoing collaboration between the Library of Michigan, Michigan public libraries and library cooperatives. It established benchmark measures for public libraries and added library cooperative benchmarks in 2005. Certification for libraries and library cooperatives has continued since the measures' release in July 2004.

The measures are divided into three levels of service — Essential, Enhanced, and Excellent. Some measures are considered CORE, or necessary for optimum service, while others are considered ELECTIVE measures that encourage enhanced services. The standards include 85 measures in five areas: service, administration, governance, advocacy and technology. The measures show communities what libraries have achieved with current funding, and what is possible if funding were increased. The measures dovetail with strategic planning, serving as examples of where and how libraries can improve, regardless of size or funding level, and give libraries the analysis of services needed to leverage funding opportunities.

QSAC for Public Libraries

Through the end of the federal fiscal year 2005, 111 public libraries (29 percent) in the state have qualified for the Essential Level and 85 libraries are in progress for this level. Fifteen libraries have qualified for the Enhanced Level, the second level available, and 57 libraries are in progress for this level. Excellent, the final QSAC level, began in March of 2005. Four libraries have qualified and 22 more are already working on qualifying for this level. Qualifying libraries are of all sizes and from all areas of the state.

Libraries can receive assistance and work together through the listserv for QSAC and with Library of Michigan staff. The QSAC Web site, <http://www.michigan.gov/qsac>, has QSAC information for the general public and libraries. The Superiorland Library Cooperative also hosts a web site, <http://www.uproc.lib.mi.us/slc/qsacindex.html>, which contains links to information helpful to libraries working on their QSAC certifications.

Training for libraries about how QSAC measures can help improve services as well as how to qualify has been a priority, with the QSAC coordinator conducting workshops throughout the state. Nearly half the participant libraries have qualified after the training.

“The standards identified by the checklist have been helpful in defining quality services and providing a framework for strategic planning.”

Elizabeth A. Nordin, director, Hesperia Community Library
March 2006

QSAC for Library Cooperatives

Library cooperatives statewide became interested in the Quality Services Audit Checklist after the success of the program for public libraries. Library cooperative directors requested such a project, and the QSAC for Co-ops Advisory Committee began working early in 2004. Completed results were put into practice in September 2005. By the end of the federal fiscal year 2005, of the 12 cooperatives, one has reached Excellent Level certification, three have reached Enhanced Level and five have reached Essential Level.



Childhood Literacy Support – Collaborative Summer Reading

LSTA funds the Library of Michigan's participation in a multi-state summer reading collaborative. Membership in the collaborative allows the state library to provide all Michigan public libraries with a high-quality summer reading program, including associated materials, themes, ready-made programs and professional-quality graphics. The materials provide libraries with guidance on reading goals, age-appropriate programs such as lap-sits, story times, reading groups and other literacy improvement activities aimed at children, young adults and families reading together.

The Library of Michigan also works with the Michigan Library Association to hold training workshops for children's and teen librarians involved in the program. In 2006, four workshops were held in Lansing, Grayling, Troy and Escanaba with 228 librarians attending, including 32 in Escanaba. These workshops provided training, activities, best practices and mentoring for children's and teen librarians in creating and managing summer reading programs in their libraries.

Summer reading programs have been shown to develop children's interest in reading year-round, in addition to encouraging and motivating them to improve their reading skills. Michigan's participation in this program allows local libraries to leverage their funds and provides greater access to programming for children. In 2006, this collaboration turned into 146,235 children under 12 and 25,752 teens participating in 8,846 programs and reading 574,662 books.



Statewide Training

Continuing Education Fund

The Library of Michigan continues to offer a continuing education tuition reimbursement program to its current full-time employees who are enrolled in a nationally accredited graduate library and information science program. Up to 60 percent of the current cohort of professional librarians is expected to retire or seek employment in other fields by 2019. LSTA funds are used to support this project, which is designed to help recruit current library paraprofessionals who have an informed understanding of and commitment to the profession. These paraprofessionals are likely to remain in the library profession, following years doing exceptional work as paraprofessionals, and their role at the Library of Michigan has given them insight into the issues facing Michigan's libraries.

Spring Institute Conference for Youth and Teen Librarians

The Library of Michigan uses LSTA funding to support continuing education in new techniques and innovative programming for librarians throughout the state. The continuing education program also allows public libraries, especially small and rural libraries, to maintain their state certification requirements while library staff learn the latest techniques.

Working with the Michigan Library Association, the Library of Michigan provides access to a range of materials and quality speakers to assist Michigan libraries in improving services and outreach in rural areas, to children and teens and to the disabled. In 2006, the Spring Institute Conference for Youth and Teen Librarians was the Library's training focus.

This three-day conference gave 310 public and school librarians the opportunity to learn the most current theories, methods and trends in children's and youth services. The sessions covered technology, learning styles of children and teens, collection development in emerging youth areas and literacy programming. Speakers included: Laura Numeroff, children's author; E.L. Konigsburg, young adult author and Newbery Award winner; Katherine Hannigan, young adult author and winner of the 2005 Mitten Award; Ned Vizzini, young adult author; Michael Sullivan, librarian and author (*Connecting Boys with Books*); and Julie Austin, award-winning early childhood educator.



Local Projects - Assisting Libraries in Innovation

In past years, the Library of Michigan has used a large portion of the LSTA funding to provide competitive grants to public, academic and school libraries. The purpose of the competitive grant program was to give local libraries the ability to offer special programs, save historically significant resources, improve literacy programming, and reach out to underserved and disabled patrons in ways local budgets could not support. Librarians had the chance to test new ideas and technologies and share their successes with other librarians around the state who were interested in repeating these programs to benefit their users.

However, the state budget has fallen in recent years. The Library of Michigan has used more of the LSTA allotment for statewide projects, as less state general fund money has been available for statewide library services. By the federal fiscal year 2005, the Library was forced to either reduce statewide programs or not fund the competitive grant program to local libraries.

The Library of Michigan consulted the Michigan library community in order to make this decision. Public, school and academic libraries all benefit from both the statewide programs and the competitive grant program. As those most aware of the needs of their local residents, these librarians are vital stakeholders in the LSTA program. The Library spoke with the library cooperatives, library directors of public and academic libraries, school librarians and library trustees. The Library also reached out to the Michigan Library Association and the Michigan Association of Media in Education to gather the widest range of opinions on how to distribute the federal LSTA funds.

In each meeting and discussion, the Library of Michigan heard that statewide project support offers the most benefit to all Michigan residents in these times of budget constraints. Librarians from all types of libraries and all areas of the state felt that while competitive grants are important and need to be resumed as the budget allows, the value of the statewide programs—especially MeL and MeLCat—are so significant that the funding should be used to maintain them at the highest level. Individual libraries, especially small, rural or under-funded urban ones, are unable to purchase access to the full-text materials in MeL or a collection of the size that MeLCat participation gives their users. The library community in Michigan felt that losing access to the statewide resources was too great a harm to underserved communities, and users and told the Library to focus funding on statewide programs.

Learning from the Past - the 2002-2007 Five-Year Plan Evaluation

As part of the administration of the LSTA allotment, the Library of Michigan is required to have a five-year plan for the use of funds. The plan details the state goals and programs over the five-year period. Near the end of each five-year plan, the Library evaluates the success of the programs and how well it was able to meet the goals.

According to the directions from the Institute of Museum and Library Services, the Library began the evaluation of the 2002-2007 plan in 2006. The Library has contracted with an independent research group to evaluate the management of the program as a whole, the success of the major statewide programs during the time period and the effectiveness of our progress toward our goals.

By the completion of the evaluation in 2007, the evaluators will have analyzed MeLCat, the Michigan eLibrary catalog and QSAC (the quality services initiative) in-depth to see how well these programs were implemented and how effective they have been at delivering quality services to the libraries and residents of Michigan. The evaluators will also have completed statewide focus groups about the Michigan LSTA programs and goals with librarians from various types of libraries. Finally, the evaluators will conduct surveys of the public and of library staff to gather information on the impact of the LSTA programs and projects in recent years.



Preparing for the Future - the 2008-2012 Five-Year Plan

As the Library of Michigan begins to formulate new goals and programs to move libraries and statewide services for Michigan residents firmly into the 21st century, we will review the evaluation results from the 2002-2007 plan and solicit input from all library types and areas of the state. The evaluation of the current five-year plan will result in an independent review of the program management and project effectiveness, allowing the Library to continue to develop successful elements and improve less successful elements.

The state librarian will also conduct town meetings in 13 locations around the state. These events will solicit ideas on the future of library service in Michigan and survey the current regional and statewide needs of libraries and library users. The Library is inviting staff from public, academic and school libraries and from all levels of the library community. The range and depth of the meetings, in conjunction with the evaluation, will give the Library the information necessary to formulate a new five-year plan that will appropriately serve the broadest range of Michigan residents.

The Library Services and Technology Act also requires an LSTA advisory council for strategic planning and program review. The Library of Michigan's advisory council is made up of librarians from all types of libraries and library users. The advisory council is assisting the staff at the Library of Michigan by reviewing current LSTA program goals and objectives and by providing insight drawn from their various backgrounds into the 2008-2012 five-year plan.

The specific goals and programs of the 2008-2012 five-year plan will be developed after consultations with stakeholder groups and the public through the evaluation of the previous plan and the town meetings. We look forward to planning strategically in order to move all Michigan residents and the libraries that serve them into the 21st century knowledge economy, while preserving the history and spirit of the state.



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The Library of Michigan is part of the Department of History, Arts and Libraries. Dedicated to enriching quality of life and strengthening the economy by providing access to information, preserving and promoting Michigan's heritage and fostering cultural creativity, the department also includes the Mackinac Island State Park Commission, the Michigan Council for Arts and Cultural Affairs, the Michigan Film Office and the Michigan Historical Center.